



Department of Transformation  
and Shared Services  
Governor Asa Hutchinson  
Secretary Amy Fecher  
Director Yessica Jones

October 30, 2019

Senator Cecile Bledsoe, Co-Chairman  
Representative Jeff Wardlaw, Co-Chairman  
Arkansas Legislative Council  
Arkansas State Capitol, Room 315  
Little Rock, Arkansas 72201

Dear Senator Bledsoe and Representative Wardlaw,

This letter is to transmit to the Arkansas Legislative Council the Department of Transformation and Shared Services, Division of Information Systems' Advice and Recommendations Report for the quarter ending September 30, 2019.

This report details the information on the advice and recommendations that the TSS Division of Information Systems has provided in compliance with *A.C.A. § 25-4-106*.

If there are questions about the information contained in the report, please contact me at (501) 682-5148.

Sincerely,

A handwritten signature in blue ink that reads "Yessica Jones".

Yessica Jones  
Director, TSS Division of Information Systems



# **TSS Division of Information Systems**

Empowering the Citizens of Arkansas Through Technology



## **Quarterly Report to the Legislature** Advice and Recommendations to State Agencies

Period Ending: 9/30/2019



## REPORT OVERVIEW

### Background

Arkansas law requires the director of the Department of Transformation and Shared Services, Division of Information Systems (TSS DIS) to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by TSS DIS to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

### Report Requirements

One of the requirements of this report is to inform the Legislature about any recommendation and how it fits into the information technology plan of the agency, board or commission.

This report is to include:

- Name of the state department, board or commission requesting the advice
- Name and scope of the project for which advice is being sought
- Type of advice sought
- Explanation of all recommendations provided by TSS DIS
- Other information that may be useful for policy making decisions by the Arkansas Legislative Council or Joint Committee on Advanced Communications and Information Technology

## Report Description

The following information is included in this report to meet the requirements of *Ark. Code Annot. § 25-4-106* and to provide the Legislature with information useful to its decision-making process and oversight of information technology in state government.

- Information regarding any advice or recommendations made by TSS DIS to state departments, boards and commissions for the previous quarter
- Information concerning key projects undertaken by TSS DIS on behalf of individual customers, groups of customers or the state as a whole
- Information on the products and services provided by TSS DIS to its customers
- Information regarding emerging issues and activities

## Agency Information

The Department of Transformation and Shared Services, Division of Information Systems (TSS DIS) is the IT solutions provider for Arkansas state government that provides over \$80 million in IT products and solutions to state governmental departments, boards and commissions, K-12 public schools, business and administrative departments of higher education, city and county governments and public safety organizations across the state.

TSS DIS is the engine that keeps public systems operational. It is responsible for managing the private state network dedicated for the sole use of over 1,500 governmental sites throughout the state. TSS DIS works 24/7/365 to ensure that the network is constantly available to these sites responsible for delivering public services to the citizens of Arkansas.

TSS DIS operates as a cost recovery agency, serving the needs of state government and the educational community. TSS DIS does not receive direct state general revenue funding but charges its customers for products and services.

The primary services provided by TSS DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support for the state's network infrastructure.

TSS DIS is organized with the following internal divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services Management, Enterprise Network Services, Cybersecurity Office, Customer Relationship Management, Fiscal and Human Resources.

**TSS Division of Information Systems**

**Quarterly Report on Advice and Recommendations**

**To Departments, Boards and Commissions**

## **Executive Summary**

**The following is a summary of the advice requested and recommendations provided to state departments, boards and commissions during the quarter ending 9/30/2019.**

### **NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

**Total number of recommendations provided to Departments, Boards and Commissions: 26**

## DEPARTMENTS, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Adult Education Center	1
AR Public Defender Commission (APDC)	1
AR Public Employee Retirement System (APERS)	1
Arkansas Auditor of State	1
Charleston School District	1
Dept. of Agriculture	1
Dept. of Education	1
Dept. of Finance and Administration	2
Dept. of Human Services	2
Dept. of Inspector General (OMIG)	3
Dept. of Labor and Licensing	2
Dept. of Parks, Heritage, and Tourism	1
Dept. of the Military	1
Dept. of Transformation and Shared Services	1
Dept. of Veterans Affairs	1
Division of Law Enforcement Stand. & Training (CLEST)	1
Division of Parks	5



## CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	5
Implementation	2
Planning	4
Integration	1
Product or Service Utilization	1
Rates or Fees	8
Security	1
Technical	2
Upgrades	2

<b>1) Agency Name</b>	<b>Adult Education Center</b>
<b>Type of Advice</b>	<b>Upgrades</b>
<b>Title</b>	<b>Adult Education Center Network Upgrades</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 6,300.00</b>
<b>Project Scope</b>	<b>Saline County Adult Education Center is a part of Pulaski Vo-Tech and needs to replace its Centrex phones. It is experiencing very slow speed on its wireless connection, and its internet speeds are very slow</b>
<b>Advice Requested</b>	<b>TSS DIS was asked what solution(s) could help resolve these issues.</b>

<b>Detail of Recommendation</b>	<b>TSS DIS recommended installing a fiber connection, updating to the latest Meraki Wireless Network and installing VoIP phones.</b>
<b>2) Agency Name</b>	<b>AR Public Defenders Commission (APDC)</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Public Defenders new SGA</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 3,600.00</b>
<b>Project Scope</b>	<b>The Public Defenders Commission is adding the Parent Council under its umbrella.</b>
<b>Advice Requested</b>	<b>The commission sought advice for how TSS DIS could manage its 800 numbers and other phones from its current providers.</b>
<b>Detail of Recommendation</b>	<b>The recommendation was for TSS DIS to complete the paperwork to have the numbers ported over, to maintain a clean billing cycle and execute a new MSA between the Parent Council and TSS DIS.</b>
<b>3) Agency Name</b>	<b>AR Public Employees Retirement System (APERS)</b>
<b>Type of Advice</b>	<b>Security</b>
<b>Title</b>	<b>APERS Hosting Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>TSS DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 22,000.00</b>
<b>Project Scope</b>	<b>The customer asked TSS DIS to provide a solution to host its Microsoft Dynamics application which utilizes SQL.</b>
<b>Advice Requested</b>	<b>The customer asked for an estimate to migrate its current application into the TSS DIS shared services environment.</b>

<b>Detail of Recommendation</b>	<b>TSS DIS provided an estimate to provide hosting and professional services related to this effort.</b>
<b>4) Agency Name</b>	<b>Arkansas Auditor of State</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>VoIP - Auditor of State</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS VoIP</b>
<b>Cost Estimate</b>	<b>\$ 20,000.00</b>
<b>Project Scope</b>	<b>Quote to Auditor of State from Centrex to VoIP</b>
<b>Advice Requested</b>	<b>Customer requested quote to complete as described in project scope.</b>
<b>Detail of Recommendation</b>	<b>Quote delivered.</b>
<b>5) Agency Name</b>	<b>Charleston School District</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Shared Services - Charleston School District</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>TBD</b>
<b>Project Scope</b>	<b>Customer quote for migration of hardware to TSS DIS shared services.</b>
<b>Advice Requested</b>	<b>Customer request cost to migrate to TSS DIS shared services.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS provided quote.</b>

<b>6) Agency Name</b>	<b>Dept. of Education</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>DESE - Hosting Solution</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 250,000.00</b>
<b>Project Scope</b>	<b>Stand up servers to host new version of Cognos.</b>
<b>Advice Requested</b>	<b>Customer requested quote to host new version of Cognos.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS supplied quote to DESE for hosting at the state data center.</b>
<b>7) Agency Name</b>	<b>Dept. of Agriculture</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Domain Controller Backups</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 1,250.00</b>
<b>Project Scope</b>	<b>Backup of 2 domain controllers to TSS DIS storage.</b>
<b>Advice Requested</b>	<b>Customer requested quote.</b>
<b>Detail of Recommendation</b>	<b>Quote provided.</b>
<b>8) Agency Name</b>	<b>Dept. of Finance and Administration</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Licensing Application Development</b>
<b>Advisor</b>	<b>Donald Matthews</b>

<b>Project Name</b>	<b>TSS DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 19,000.00</b>
<b>Project Scope</b>	<b>The Alcohol and Beverage Control Division with DF&amp;A has asked what it would take to build upon the existing tobacco control application developed by TSS DIS to use for its purposes.</b>
<b>Advice Requested</b>	<b>The customer asked TSS DIS to perform an evaluation to determine what would be required integrate into the existing tobacco control application developed by TSS DIS.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended a requirements analysis to determine what would be required and to provide a cost estimate for the solution.</b>
<b>9) Agency Name</b>	<b>Dept. of Finance and Administration</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Lottery - Shared Services</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 8,196.00</b>
<b>Project Scope</b>	<b>Migrating Lottery hardware to TSS DIS shared services environment.</b>
<b>Advice Requested</b>	<b>Customer requested and accepted quote, and service request executed to move forward with using TSS DIS shared services.</b>
<b>Detail of Recommendation</b>	<b>Provided service request to agency.</b>
<b>10) Agency Name</b>	<b>Dept. of Human Services</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>DHS Licensing Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>

<b>Project Name</b>	<b>TSS DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 2,000,000.00</b>
<b>Project Scope</b>	<b>TSS DIS reached out to discuss the possibility of developing a licensing application for 2 divisions that currently provide 35 different license types.</b>
<b>Advice Requested</b>	<b>The customer has a need to provide a licensing solution for several different license types within 2 of its divisions. It requested TSS DIS to review the requirements of the applications and to provide an estimate to provide the development.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS reviewed the requirements and developed an estimate to provide application development, database administration and hosting services. The estimate was presented to the CIO and his team, and next steps were discussed.</b>
<b>11) Agency Name</b>	<b>Dept. of Human Services</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Arkansas State Hospital Phone Upgrade</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Arkansas State Hospital is on an older phone system that needs to be converted to the TSS DIS provided VoIP solution.</b>
<b>Advice Requested</b>	<b>The customer asked TSS DIS to perform a site visit to learn more about its operation and to make sure TSS DIS was aware of the operational requirements as it relates to the new solution.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS reviewed the existing infrastructure and processes to make sure the appropriate functionality in the new VoIP solution was provided. The data gathering process is being finalized and an estimate will be provided soon.</b>
<b>12) Agency Name</b>	<b>Dept. of Inspector General (OMIG)</b>

<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>VoIP - Fair Housing</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Move agency from Centrex to VoIP.</b>
<b>Advice Requested</b>	<b>Quote requested to move customer from Centrex to VoIP.</b>
<b>Detail of Recommendation</b>	<b>Supplied quote.</b>
<b>13) Agency Name</b>	<b>Dept. of Inspector General (OMIG)</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>OMIG - Migrate to TSS DIS from DHS domain</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	<b>IT Planning</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Migrate all users at OMIG from DHS to state of Arkansas domain along with ensuring all applications continue functioning due to IP changes.</b>
<b>Advice Requested</b>	<b>OMIG requested TSS DIS technical expertise.</b>
<b>Detail of Recommendation</b>	<b>Assisted OMIG with planning project and successfully migrating.</b>
<b>14) Agency Name</b>	<b>Dept. of Labor and Licensing</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Application Maintenance</b>
<b>Advisor</b>	<b>Donald Matthews</b>

<b>Project Name</b>	<b>TSS DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 20,000.00</b>
<b>Project Scope</b>	<b>TSS DIS manages and hosts the licensing application for the Board of Professional Engineers and Land Surveyors. It was time to renew maintenance on the application.</b>
<b>Advice Requested</b>	<b>The customer asked TSS DIS for recommendations related to the application for the new fiscal year.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended a set number of hours for the new fiscal year to provide maintenance for the application and to provide minor enhancements as needed by the customer.</b>
<b>15) Agency Name</b>	<b>Dept. of Labor and Licensing</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Labor and Licensing VoIP Upgrade</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 13,000.00</b>
<b>Project Scope</b>	<b>The customer is on an older phone system that needs to be migrated to the TSS DIS provided VoIP solution.</b>
<b>Advice Requested</b>	<b>The customer asked for an estimate to migrate from Centrex to the TSS DIS VoIP solution. They also asked for information related to boards and commissions that will now fall under the department.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS provided the requested information and explained the timeline priority for migrating to the new solution. TSS DIS also provided current status related to boards and commissions within the department.</b>
<b>16) Agency Name</b>	<b>Dept. of Parks, Heritage, and Tourism</b>
<b>Type of Advice</b>	<b>Integration</b>



<b>Title</b>	<b>DAH Shared Services</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 22,000.00</b>
<b>Project Scope</b>	<b>DAH merge and subsequently merge 13 servers to shared services at the state data center.</b>
<b>Advice Requested</b>	<b>DAH is looking to manage the storage, backup and security of its servers with one centralized solution. This solution would allow DAH to free up resources and to leverage TSS DIS's expertise in solving DAH's resource needs.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended a shared services model which included merging duplicate servers into a more manageable solution by moving those servers to the state data center.</b>
<b>17) Agency Name</b>	<b>Dept. of the Military</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>State Military Department Project</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>TSS DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 48,000.00</b>
<b>Project Scope</b>	<b>The customer has a need to get off the federal network by the end of the federal fiscal year and asked TSS DIS to provide services.</b>
<b>Advice Requested</b>	<b>The customer asked if TSS DIS could provide network services, desktop support and arkansas.gov email accounts.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS worked closely with the customer to determine the requirements. Based upon this, TSS DIS provided a 100MB connection, desktop support, managed network switches and Office 365.</b>
<b>18) Agency Name</b>	<b>Dept. of Transformation and Shared Services</b>

<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Employee Benefits Division (EBD) Phone Upgrade</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Conversion of the EBD from an older phone system to TSS DIS provided VoIP.</b>
<b>Advice Requested</b>	<b>The customer asked to migrate to the new solution prior to the open enrollment period in October and asked TSS DIS if this was possible.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended waiting until after open enrollment to ensure that it is on the new encrypted cluster and to make sure operations remain functional during the period. The migration is scheduled for November.</b>
<b>19) Agency Name</b>	<b>Dept. of Veterans Affairs</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Welch Allyn Server for ADVA</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 5,000.00</b>
<b>Project Scope</b>	<b>Adding access for the Welch-Allyn Server and the Point Click Care Application to a shared services environment.</b>
<b>Advice Requested</b>	<b>Customer asked for advice about access to a Welch-Allyn Server in a shared services environment.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended building a new server and granting access to those who need it.</b>
<b>20) Agency Name</b>	<b>Division of Law Enforcement Stand. &amp; Training (CLEST)</b>

<b>Type of Advice</b>	Upgrades
<b>Title</b>	Bandwidth Upgrade for Camden Location
<b>Advisor</b>	John Menefee
<b>Project Name</b>	TSS DIS Bandwidth/Connectivity
<b>Cost Estimate</b>	\$ 2,400.00
<b>Project Scope</b>	CLEST had a bandwidth upgrade with their fiber lines and needed to experience the speed they requested.
<b>Advice Requested</b>	CLEST asked TSS DIS for advice about how to receive the provider advertised speed.
<b>Detail of Recommendation</b>	After further research, it was found that the onsite router was not capable of handling the advertised speed. TSS DIS recommended upgrading the onsite router.
<b>21) Agency Name</b>	Division of Parks
<b>Type of Advice</b>	Installation
<b>Title</b>	New Data Drops at War Memorial Stadium
<b>Advisor</b>	John Menefee
<b>Project Name</b>	TSS DIS Bandwidth/Connectivity
<b>Cost Estimate</b>	\$ 2,500.00
<b>Project Scope</b>	Adding 4 new data drops for the War Memorial Stadium press box.
<b>Advice Requested</b>	The data drop setup at War Memorial Stadium was not conducive for a national broadcast of the Arkansas Razorback football game. The customer asked TSS DIS for advice about how to upgrade the technology for this purpose.
<b>Detail of Recommendation</b>	TSS DIS recommended four new data drops in order to increase the access for visiting journalists and CBS television.

<b>22) Agency Name</b>	<b>Division of Parks</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Upgrades for War Memorial Stadium- Network connectivity</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	<b>\$ 6,400.00</b>
<b>Project Scope</b>	<b>Network connectivity for 52 cameras</b>
<b>Advice Requested</b>	<b>The customer asked TSS DIS for advice for technology upgrades to a new visitors' locker room, command center, officials' locker room and press box.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended installing switches that the cameras will be plugged into and switches connecting the cameras to the respective recording devices thru a VLAN.</b>
<b>23) Agency Name</b>	<b>Division of Parks</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Upgrades for War Memorial Stadium VoIP</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 5,200.00</b>
<b>Project Scope</b>	<b>A phone system for communication between the stadium's Incident Command Center and several different strategic locations in case of emergency at the stadium.</b>
<b>Advice Requested</b>	<b>The customer asked TSS DIS for recommendations for a solution that would allow direct communication with several different locations within the stadium during events.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended a VoIP solution. TSS DIS will install the VOIP solution that will use the newly installed network infrastructure.</b>

<b>24) Agency Name</b>	<b>Division of Parks</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Wireless Access Point for War Memorial Stadium</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Wireless Services</b>
<b>Cost Estimate</b>	<b>\$ 7,200.00</b>
<b>Project Scope</b>	<b>Installation of a wireless solution for ticket takers at each of the gates, visitors' locker room, Incident Command Center, the officials' locker room and the press box.</b>
<b>Advice Requested</b>	<b>The customer asked about a wireless solution as part of overall stadium technology upgrades.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended the installation of wireless devices at the locations requested in the Scope of Work. These devices will connect via the fiber network that is being built.</b>
<b>25) Agency Name</b>	<b>Division of Parks</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Fiber Upgrade for Crater of Diamonds</b>
<b>Advisor</b>	<b>John Menefee</b>
<b>Project Name</b>	<b>TSS DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	<b>\$ 2,250.00</b>
<b>Project Scope</b>	<b>Run the dry copper pair from the DDC to the bathhouse/laundry. Run the fiber 6 strand between the two bathhouses. Install two (2) Wireless Access Points.</b>
<b>Advice Requested</b>	<b>More wireless access was requested in the bathhouse and laundry area.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS recommended running cable from the DDC to the bathhouse and laundry area and install two (2) new Wireless Access Points.</b>

<b>26) Agency Name</b>	<b>Department of Inspector General (OMIG)</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>OMIG</b>
<b>Advisor</b>	<b>John Wright</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 8,000.00</b>
<b>Project Scope</b>	<b>Move customer from Centrex to VoIP.</b>
<b>Advice Requested</b>	<b>Customer requested to move its phones from Centrex to VoIP.</b>
<b>Detail of Recommendation</b>	<b>TSS DIS provided a quote and agreed with customer to move forward. OMIG now on VoIP.</b>